



ENTERPRISE SERVICE DESK

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The DTS Enterprise Service Desk (ESD) is an assistance and information resource for State employees who need to resolve technical incidents, request information or other general assistance, or order DTS products and services. The ESD is accessible 24 x 7 via telephone, live chat, and the Web.

All DTS staff who interact with customers or users are part of the DTS Enterprise Service Desk and use the DTS Remedy Help Desk application to manage incidents, requests and orders.

Product Features and Descriptions

FEATURE	DESCRIPTION
24x7x365 Remedy Help Desk Application	§ DTS-supported Remedy Help Desk application is always available for use by division/agency support staff.
Multiple Methods of Ticket Entry	§ Web-based Requestor or Support Console § Live Chat – Preparation must be made to ensure that Live Chat support staff are adequately prepared to support specific products or services. § Telephone – local and toll-free long distance depending on division/agency policy
Division/Agency Self-Entry of Tickets	§ Support staff assigned to Divisions/agencies with Support Console access have the capability to enter tickets directly into Remedy Help Desk application.
Automated Notifications	§ Email/paging notifications are generated automatically based on Initial Response and Resolution targets or manually, as needed.
Read Access to the Remedy Bulletin Board	§ DTS Service Desk staff maintain FYI entries in a Bulletin Board to apprise customers of situations of interest.
Problem Resolution by Service Desk Staff	§ Divisions/agencies may develop scripts to facilitate resolution of problems by DTS Service Desk staff.
Remedy Solutions Knowledgebase	§ A rudimentary knowledgebase, based on ticket category/type/item, is available to facilitate management and resolution of incidents and requests.
System Administration	§ DTS staff manage the Remedy Help Desk application on behalf of all customers/users.

User Administration	§	DTS staff manage licenses, user profiles, etc. on behalf of all customers/users.
Query Engine	§	Queries can be formed to assist in locating existing tickets, identifying support bottlenecks, etc.
Standard Help Desk Routing	§	Tickets are routed to divisions/agencies and their support groups based on predefined parameters.
Intra-group Re-routing of tickets	§	Division/agency support staff can re-assign tickets to other support staff within their own groups.
Intra-agency Re-routing of tickets	§	Division/agency support staff can re-assign tickets to support staff in other groups within their own division/agency.
Inter-agency Re-routing of tickets	§	Division/agency support staff can, by mutual agreement, re-assign tickets to support staff in other divisions/agencies, as governed by DTS policies.
Archiving	§	Older tickets are archived and retained for future reference.
Requestor Console View	§	All division/agency staff have browser-based access to a limited set of common functions.
Support Console View	§	Properly licensed division/agency support staff have access to the traditional, direct user console into the Remedy Help Desk application for expanded functionality.
Management Console View	§	The Management Console simplifies the work of monitoring and managing tickets assigned to a division/agency.
Backup and Restore	§	The Remedy Help Desk database is backed up nightly to facilitate rapid restoration of data if needed.

Features Not Included

FEATURE	EXPLANATION
Incident Resolution	§ Resolution of division/agency technical incidents and requests is only included with permission, coordination, predefined scripts, training, etc.
Problem Management	§ Problem Management disciplines have yet to be consistently implemented across DTS and are not part of the DTS Enterprise Service Desk product.
Voice Telephony and Data Circuit Ordering	§ Ordering of voice telephony services and data circuits is handled by DTS Order Desk staff using the ARIES ordering, billing and inventory system.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
No separate charge	The costs of this service are allocated to other DTS products as overhead.	N/A

ORDERING AND PROVISIONING

DTS Divisions and Regions should contact DTS Enterprise Service Desk management for coordination of migration from existing tools to the DTS Remedy Help Desk application.

DTS RESPONSIBILITIES

Provide the Remedy Help Desk application for use by all DTS staff for the capture, assignment, tracking and resolution of all technical incidents and requests.

Provide 24 x 7 system availability and staffing for the DTS Enterprise Service Desk service.

Provide instruction and training on product use.

Notify divisions/agencies of application or server problems that may interfere with performance.

Monitor usage and maintain statistics and data for Service Level Agreement verification and other management purposes.

DIVISION/AGENCY RESPONSIBILITIES

Ensure that Division/agency staff abide by DTS Enterprise Service Desk policies and operating guidelines.

Develop and implement division/agency procedures and governance to ensure that incidents, requests and orders are captured and that work is recorded in a timely fashion.

Notify DTS Enterprise Service Desk staff promptly when changes are made to groups or individuals supporting products or to products themselves.

Report performance and availability problems with the DTS Remedy Help Desk application to the DTS Enterprise Service Desk as soon as possible.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders related to products and services provided by DTS, will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied